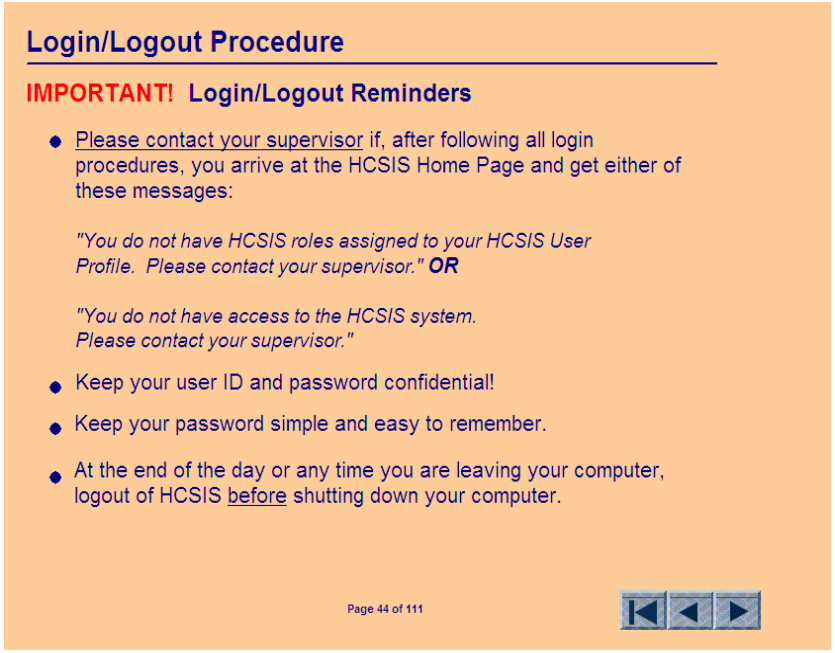
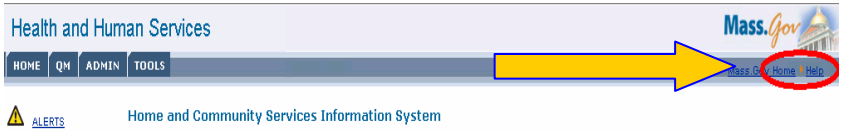
HOME AND COMMUNITY SERVICES INFORMATION SYSTEM (HCSIS)

Question	VG HD Response	Process or Workaround	Screen Shot
Why do I see "You do not have access to the HCSIS system" when I log in?	You need to contact your supervisor and get your HCSIS User Profile changed.	User has not been assigned any roles or scopes within HCSIS.	
Is there a user manual for this application?	Yes	Click Help (next to Mass.Gov Home link) in the top right hand corner of any page.	

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Why do I get an error when I try to view or save a report?	If you are having difficulty, remember that all reports need to be saved on your computer before they can be viewed. When prompted to Open or Save the report, click Save and then save the report to a location that you'll be able to locate later. Once it has finished downloading, click Open to view the report.		

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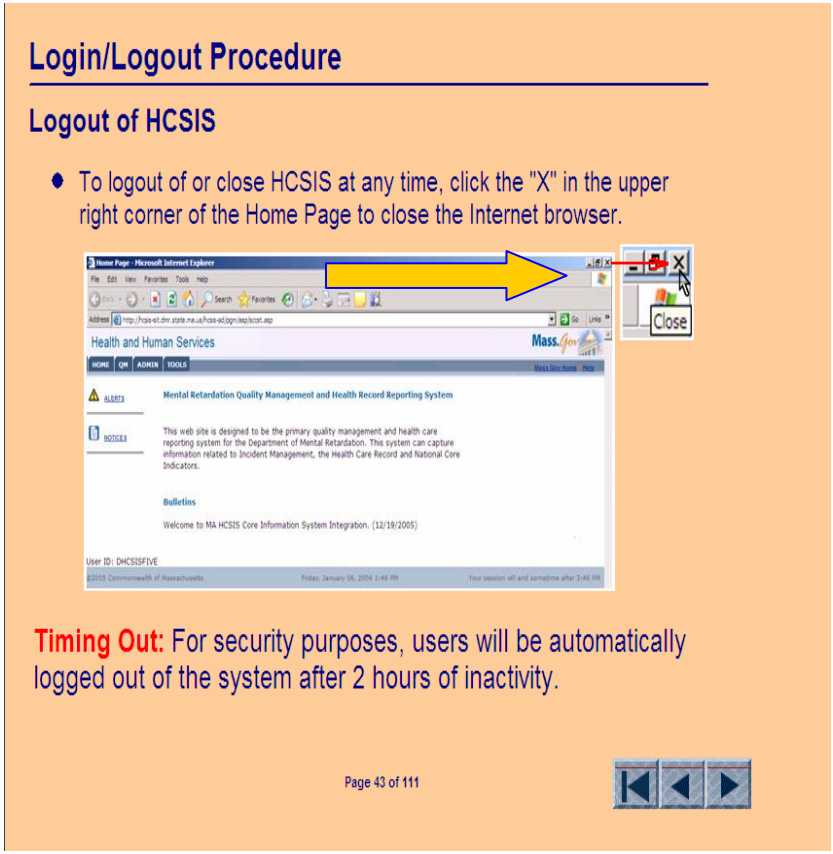
How do I logout of HCSIS? Why did I lose my connection to the HCSIS application?	To logout of or close HCSIS at any time, clock the "**X**" in the upper right corner of the Home Page. For Security purposes, users will be automatically logged out of the system after 2 hours of inactivity.		

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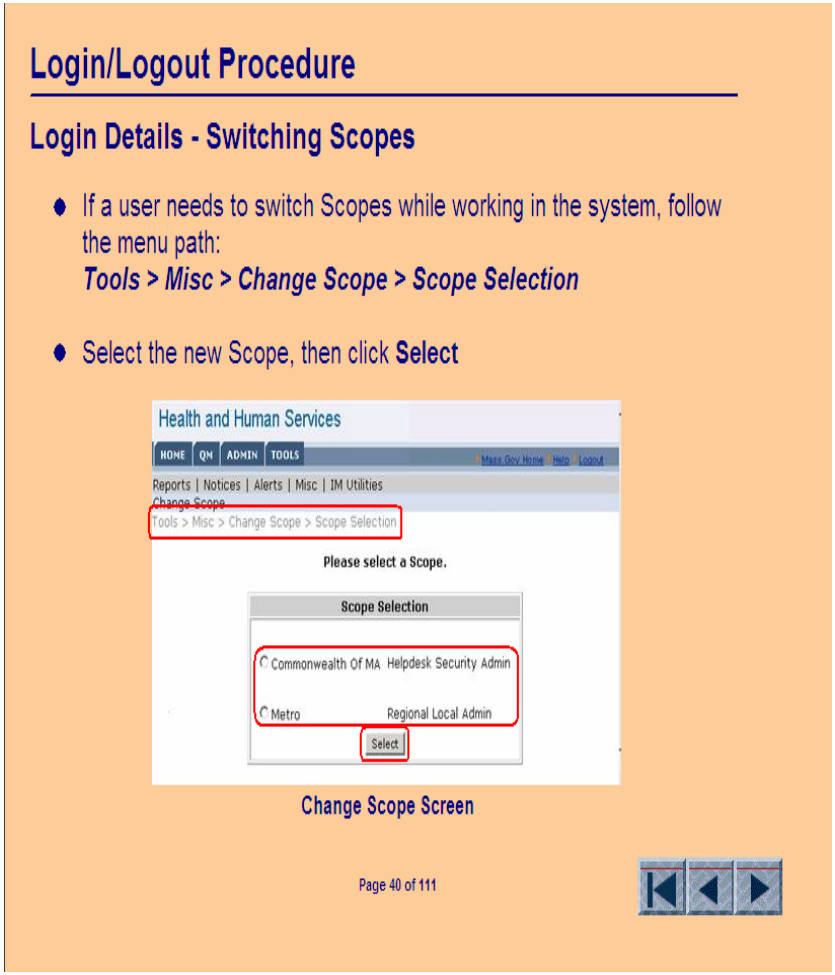
How do I switch Scopes while working in HCSIS?	If a user needs to switch Scopes while working in the system, follow the menu path: **Tools>Misc** **>Change Scope>Scope Selection**	A user may have more than 1 Scope in HCSIS. User can only be in 1 Scope at a time. User has to 'Switch' between Scopes.	

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Who can I contact at DMR about any problems or questions regarding HCSIS?	Please call the DMR Help Desk at **866-367-8163**	DMR Help Desk is open Monday through Friday, 7am to 7pm.	
Are there fields within the HCSIS system that are required?	Yes, fields that are required to continue are indicated with a red asterisk *		
Is there a limit as to how many staff you can have on HCSIS?	No, there is no limit.		
What security measures are available to remove a person's access when they leave the agency?	An agency can immediately change a person's role to one with no access so the former staff person no longer has access to individual information.		

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If an incident was logged in by error, can this be changed?	An incident can be deleted through a request to the DMR Area Office.		
Why do I receive a "Page Cannot Be Displayed" error when I use the back button on my browser?	Navigation within HCSIS is intended to be simple and should not involve using the Back Button on your browser. Always navigate within HCSIS by using the buttons on the bottom of the screens, the "Go To" Box, or by clicking on the menu links.		

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Where can I go to view all the Incidents that my agency hasn't finalized yet?	To view all the Incidents created by your agency that have not yet been submitted or finalized, go to the Filing Process Management Screen. This will list all Events (including Incidents, Medication Occurrences, Restraints, and Optionally Reportable Events) that are currently awaiting some action by your agency. Once you've finalized the report, the event will no longer appear on the screen. Please note that the data on this screen is refreshed every night. Therefore, if you finalize an Incident during the day, it will be removed from the screen that evening.		

Question	VG HD Response	Process or Workaround	Screen Shot
Where can I go to view all the Incidents that I need to review?	To view all the Incidents that are awaiting your review, go to the Review Process Management Screen. This will list all Events (including Incidents, Medication Occurrences, and Restraints) that are currently awaiting some action by either the Area Office or Region. Once the review is finalized, it will no longer appear on the screen. Please note that the data on this screen is refreshed every night. Therefore, if you complete your review during the day, it will be removed from the screen that evening.		

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Key Terms			
Save & Continue	Click **Save and Continue** to save the information on the screen and advance to the next screen.		
Continue	Click the **Continue** button to advance to the next screen when the information is displayed in Read Only format.		
Checkbox	Checkboxes allow the user to select multiple items by placing a check in the box.	This is done by bringing the mouse to the box and clicking on it.	

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Add, Edit, Delete	The Add, Edit, and Delete buttons appear on screens where more than one entry can be made. For example, the list of people involved with an incident.	Clicking the **Add** button will add a new record. Clicking the **Edit** button will allow changes to be made to the selected entry. Clicking the **Delete** button will delete the selected entry.	
Reset	Click the **Reset** button to restore the screen to the display the last time the **Save** button was clicked.	If the **Save** button is not clicked before clicking **Reset**, the screen will display as it looked when first accessed.	
Save	Click the **Save** button to save the information on the screen while remaining on the screen.		